

**Matt Blunt**  
Governor



**Mark S. Kaiser**  
Director

**Michael N. Keathley**  
Commissioner

State of Missouri  
**OFFICE OF ADMINISTRATION**  
Division of General Services  
760 Truman Building, 301 West High St.  
Post Office Box 809  
Jefferson City, Missouri 65102

(573) 751-4656  
FAX (573) 751-7819

December 27, 2006

The Honorable Matt Blunt  
Governor of Missouri  
State Capitol  
Jefferson City, MO 65101

Dear Governor Blunt:

The Interdepartmental Coordination Council for State Service Delivery Efficiency, established pursuant to Executive Order 06-40, is pleased to submit to you its objective performance standards as directed. The council has agreed to pursue the following strategies to fulfill the objectives outlined in your executive order.

**Objective 1 – Privatization of the delivery of state services**

**Strategies:**

- Review current privatization efforts in Missouri State Government
- Research and evaluate best practices in governmental outsourcing
- Consider options for organizing, facilitating, promoting and implementing privatization efforts and projects
- Develop strategies to successfully incorporate a culture that promotes continuous improvement and ongoing service delivery evaluation within state government
- Research successful privatization efforts in other state governments

**Objective 2 – Reexamination of the 2004 recommendations of the legislative Subcommittee on Competition and Privatization**

**Strategies:**

- Review and update data included in the final report from the interim committee
- Update listing of services and activities currently privatized and outsourced by Missouri state government
- Consider legislative recommendations contained in the report and determine the best means to structure privatization review, implementation and oversight
- Consider options for funding the recommended implementation strategy

cc: RA

**Objective 3** – Establishment of state government-wide criteria for when privatization of state service delivery should be considered by the departments of state government

**Strategies:**

- Research published information describing project evaluation criteria
- Evaluate best practices by states that have project review standards
- Identify guiding assumptions and develop appropriate criteria that can be applied across all agencies and services that will facilitate the identification and evaluation of potential privatization projects

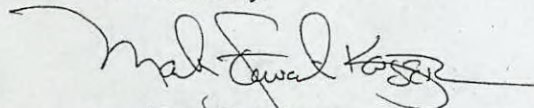
**Objective 4** – Creation of an ongoing system for collecting feedback from Missourians on the quality of state services delivered to them

**Strategies:**

- Gather current feedback mechanisms used within Missouri state government
- Research best practices within state government and private industry
- Recommend standards and practices for obtaining and reporting service quality feedback

The council will establish timelines consistent with these objectives and strategies and may modify its strategies, consistent with your established objectives, based on its research and findings. The council will complete its work by June 30, 2007 and submit to you its recommendations on or before July 31, 2007. Thank you for the opportunity to serve on this council and further your efforts to improve the efficiency and effectiveness of Missouri state government.

Sincerely,

A handwritten signature in dark ink, appearing to read 'Mark S. Kaiser', with a long horizontal flourish extending to the right.

Mark S. Kaiser  
Chairperson

c: Michael N. Keathley